

MISSOURI LEADERSHIP ACADEMY PRESENTATION – EXECUTIVE SUMMARY

TOPIC/TITLE: Capstone Project – MissouriBUYS

PRESENTER NAME/TITLE: Charles Anderson, Department of Conservation; David Attebery, Department of Labor and Industrial Relations; Melissa Cain, Department of Social Services; John Hoke, Department of Natural Resources; Jordan Sankpill, Department of Social Services

DATE: September 24, 2025

GOAL: Presentation of project team review and recommendations for customer service improvement regarding the MissouriBUYS website.

SUMMARY: The State strives for excellence in customer service. With this in mind, the capstone team was tasked with exploring opportunities to improve the MissouriBUYS customer experience. A sideboard, however, was the new system is cloud-based, and the State is essentially a subscriber. Although the system allows customization of configuration that makes it Missouri-specific, the core functionality will alter the way the State currently operates. Therefore, the team focused on the supplier journey.

The team began our capstone project by engaging with project sponsors at the Office of Administration-Division of Purchasing (OA-Purchasing) to gain insight into their goals and concerns. The Vendor Registration Portal (portal) and associated websites were explored and evaluated by the team for pain points from a supplier's perspective. The team agrees and recognizes there is a need for enhancements to the supplier-support website hosted by OA-Purchasing and a need to provide navigation links from associated websites to the portal. Beyond website updates to simplify the supplier engagement process, however, a meaningful assessment of the customer journey could not be addressed without also addressing supplier registration challenges. The processes are interdependent and improvements in registration will directly strengthen the overall experience. Therefore, supplier registration data was pulled, reviewed and summarized. Pain points identified with the registration process include a backlog of registration reviews, lack of website integration and website links, and vague or insufficient communication with perspective suppliers. As of our review date, 60% of suppliers registering in MB-MOVERS were in "prospective status", while only 40% had been approved as "spend authorized" which signals a complete registration. As of June 30, 2025, there were 4,403 suppliers with registration errors. Of the suppliers with errors, W-9 error accounted for 55% of the single error type, while 30% of the suppliers with errors had more than one error type.

To improve the customer experience, we recommend allocating resources to address the registration backlog, a website refresh, addition of a website link on associated websites, modification to the communication tools and process, and implementation of a regular supplier survey. When the website helps vendors navigate the registration and bidding process with clear tools and resources, it prevents common errors, reduces barriers, increases competition and attracts quality partners to do business with the State of Missouri.